Thursday, 23 July 2026



THE BEST PLACE TO WORK & GROW YOUR CAREER IN CARE & SUPPORT

Hi <<First Name>>,

Welcome to July's update!

I'm Millie, Head of Marketing, and I wanted to share a bit of what's in this month's update.



I've been at Wellgate for over four years now, and in that time, I've had the pleasure of working with people across nearly every team at Wellgate. I work closely with the ops team and day to day I lead marketing, which covers our social media channels, the wellgate.com website, and lots of other bits like putting together brochures and helping with recruitment adverts. I also work closely with Ash on Club Wellgate to make sure we're aligned, and with the business development team on what comes next for Wellgate.

There's a lot in this update, so stick with me. We've got some great videos this month. Rob's back with his video update, we have Jack, a resident at The Grafton singing his heart out, and a promotional video for Horizon House, our newest Supported Living Service in Bolton.

Well worth ten minutes of your time between them! There's a great Race for Life story from Wade Court, and a massive shout out for the incredible team at Rose Cottage, where they saved a colleague's life. There are more shout outs from across our services too, so have a look and see if you spot someone you know.

You can get to know me a bit better as well. I answered some questions from Ash for my own **Day in the Life** feature this month.

There are also some important updates like checking your payslip every month to make sure everything's correct, including the 2-facto authentication guidance for increased security.

Finally, I'm genuinely excited about the Club Wellgate Recognition Awards this year. We've only got until 31 July for nominations, so get those nominations in before the closing date. And, remember to **email Ash Akhtar**, our Club Director, with any questions or ideas.

Grab a cuppa and even some tissues, you might need them. Enjoy the update.

Millie Powell
Head of Marketing, Wellgate



Shout Outs this month...

This July, the shout outs came in thick and fast, ranging from Janaya and Kishore, who kicked off an ice cream party rivalry between The Limes and Lime Lodge, to Saru and Hayley, who weren't going to let them win. Alfie's support at speech and language sessions was so good that a tenant's grandma personally asked for him to keep supporting her grandson.

Remember, if you've spotted someone showing compassion, kindness or diligence, whether that's a teammate, a deputy manager, someone in head office, or a Club Rep, email ash.akhtar@clubwellgate.com and he'll take it from there.

Read the full roundup here

What's new



Watch Rob's July video update

Rob's back with his July update, 90 days into the role and with plenty to share, from thanking the team at Rose Cottage for their quick response, to the new Horizon House promotional video, what's changing with governance, and a final push for Recognition Awards nominations closing Friday 31 July.

Watch his update



A Day in the Life of Millie Powell, Head of Marketing at Wellgate

Get to know Millie, our Head of Marketing, a bit better this month. She talks us through a typical week, what people get wrong about her job, and life outside Wellgate: the Yorkshire Dales, her dog Squash, and a wedding just weeks away.

Read Millie's blog



Big News: Horizon House Is Officially Open

Horizon House, our newest Supported Living Service, is officially open in Bolton. Service Manager Sarah Jordan shares the milestone, a warm welcome to the newest member of her team, and a first look at the brand new promotional video.

Watch the promo video



Sandra Kubiliene: My team saved a colleague's life

Sandra, Service Manager at Rose Cottage, shares what happened when a colleague fell seriously ill at work, and how her team's quick thinking saved his life. It's a powerful read about teamwork, courage, and looking out for each other.

Read the heartwarming story



Meet Jack, the Grafton resident who loves to sing his heart out

Jack, who we support at Grafton, has a voice worth hearing and a story worth reading. From performing at the Acorn Theatre to travelling to London on his own to cheer on his brother Oscar, this one will make you cry and smile in equal measures.

Read Rebecca's write-up



Wade Court raises £1,000 for Cancer Research UK

Six Wade Court colleagues took on Race for Life this month. The result left their Service Manager, Ceri, genuinely moved, over £1,000 raised for Cancer Research UK. There's more to the story than the finish line though.

Read about the fundraiser



Tony and David's first ever holiday: A Cornwall adventure



Terry and Juliet from The Lodge, share what happened when they took Tony and David away with them: seal spotting, alpaca walks, crab fishing, a haunted prison, and a run-in with a rather stubborn cow.

Read the story here



Recognition awards nominations deadline:

31 July 2026

Not long to go until the deadline now, there's still time to recognise and appreciate your teams, colleagues and even yourself. Nominating is simple. Pick your category, tell us why your person deserves to win, and that's it.

Go on, nominate now

Important updates for you…



Your wellbeing matters: Help us shape what it looks like for you at Wellgate

I've been having lots of conversations about wellbeing lately and I really want to get it right for all of us. I've written a short update about what wellbeing means at Wellgate, but the important part is you sharing what would make the biggest difference to how you feel at work? What would you actually use? What haven't we thought of yet? This is your chance to shape what we do next. Get as creative as you like. The more ideas the better.

Share your wellbeing ideas



Please check your payslip every month

Please take a few minutes each month to check your payslip. This helps you make sure you have been paid correctly.
If something does not look right, please speak to your manager as soon as possible. They will look into it with you and, if needed, contact payroll.

Also, a reminder that the 2-Factor Authentication (2FA) has now been added to the payslip portal.
Please use the guide below to get this set up. Quick tip: log in on a computer, so you're able to scan the QR code on your phone.

Payslip 2FA guidance

MONTHLY MOTIVATOR

Just Breathe…

You are strong enough to handle your challenges, wise enough to find a solution to your problems, and capable enough to do whatever needs to be done.

Life doesn't get easier or more forgiving, we get stronger and more resilient. **You are awesome!**

Email Ash if you'd like to send in a motivational message.

Club Wellgate brochure: Everything you need to know

Not sure what Club Wellgate offers? The brochure covers everything, from the benefits and holidays to how we support your career growth and celebrate our values.

Take a look at the brochure



Holiday Home

The calendar's been updated for the rest of the year and there are dates still available. Whether you're after a few days away with the family or a quiet break on your own, it's yours to book.

View calendar

Benefits

From your 24/7 GP and counselling service to savings through your Blue Light Card, there's more on offer than you might realise. Take two minutes to remind yourself what's there.

View benefits

Career growth

Whether you're thinking about your next step or just curious about what's possible at Wellgate, have a look at what's open. There might be something that catches your eye or inspires you.

Find out more

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Wednesday, 26 August 2026



THE BEST PLACE TO WORK & GROW YOUR CAREER IN CARE & SUPPORT

Hi <<First Name>>,

Welcome to August's update!

I'm Ash, Head of Culture and Engagement (Club Director), and this month it's me at the helm.



There's so much going on across Wellgate that I've struggled to fit it all in, but here's my best go.

First up, the big one. Nominations for the Club Wellgate Awards closed on 31 July. The kind things people wrote about each other say more about us than any strategy could. A few favourites are below. Shortlisting's done, winners are chosen, and invites are out for the ceremony on 9 September.

Elsewhere, the team at The Lodge and Buttercup Close built their own eclipse viewers out of old cardboard boxes. Rose Cottage's residents wrote their own July newsletter, well worth a read. And Sandgate Manor have had a brilliant summer, Trooping the Colour cupcakes, a visit from some very popular guinea pigs, and resident Sarah Baker completing her fourth Race for Life. All below.

In other news, I've got the wellbeing survey results, thank you to everyone who shared their feedback, which prompted me to look at our benefits usage too, and turns out most of you are not using them, partly because some of you have no idea what's actually on offer. So I've written a blog below spelling it all out, to help you start using them.

Finally, I'm in the throes of organising the Club Wellgate Awards ceremony, and can't wait to showcase that next month.

Grab a cuppa and enjoy the update.

Ash Akhtar
Head of Culture and Engagement (Club Director)



The kind words behind the Wellgate Awards nominations

The awards ceremony planning for 9 September is underway behind the scenes, but we didn't want to wait until then to share any of this. Read some of the wonderful nominations, across every category, in the words of the colleagues who wrote them.

Read the nominations →

What's new



How a few cardboard boxes gave our residents the best seat for the eclipse

On 12 August, we had the biggest UK eclipse since 1999, and at



The Lodge & Buttercup Close, new starter Sofi had everyone building eclipse viewers from old cardboard boxes. Nobody was convinced they'd work. But they were brilliant!

See what happened →



Rose Cottage residents' July newsletter

Fire station visits, a first attempt at cooking dinner, and a birthday trip to Buckingham Palace that turned into an amazing girly day out. Rose Cottage's residents wrote July's newsletter themselves, and it's well worth five minutes of your time.

Read their newsletter →



Sandgate Manor residents' July newsletter

From a full royal-style street party to a surprise visit from some very fluffy guinea pigs, Sandgate Manor have had a brilliant few months. Plus resident Sarah Baker shares why she's taken on Race for Life for the fourth year running.

Read their newsletter →

Important updates for you...



What you're telling us about wellbeing

We asked what wellbeing looks like at Wellgate, and a good number of you told us. From office temperatures to peer support ideas, here's what came through in your own words, and what we'll begin to look at as a result.

Read about the findings →



Are you missing out on your benefits?

You told us in the wellbeing survey you want to know what's actually available. So here it is: a free 24/7 GP, up to six counselling sessions, and more. Almost nobody's using them.

Read about your benefits →



Remember to check your payslips

Please check your payslip every month to make sure you have been paid correctly. If something does not look right, speak to your manager. They will look into it with you and contact payroll.

Also, a reminder that the 2-Factor Authentication (2FA) has been added to the payslip portal. Please use the guide below to get this set up. Quick tip: log in on a computer, so you're able to scan the QR code on your phone.

Payslip 2FA guidance →

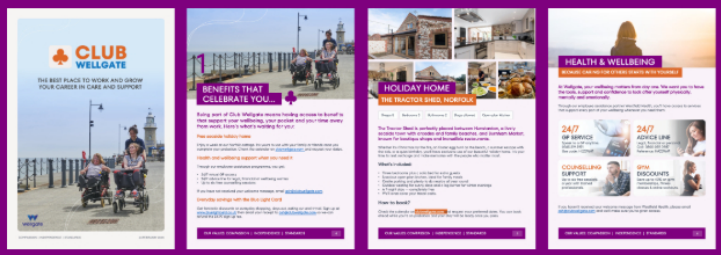
August's motivational quotes





Your benefits explained

Club Wellgate brochure



The brochure covers everything you need to know about Club Wellgate, from the benefits and holidays to how we support your career growth and celebrate our values.

View the Club Wellgate brochure (PDF) →



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Wednesday, 26 August 2026



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Hi <<First Name>>,

Welcome to September's update!

It's Rob here, CEO at Wellgate, and this month I'm excited to bring you a Club Wellgate Recognition Awards special.



As many of you will know, on 9 September, around 50 of us gathered at The Ivy Club in London for our first Club Wellgate Recognition Awards. People travelled from across the North and South to be in one room together.

We handed out 20 awards, and I watched the room change with every one that was announced. There was a lot of emotion in that room, tears, applause, and some of the best conversations I've had since joining Wellgate, people telling me what their work actually means to them, and why they keep going on the hard days.

That's exactly why we did this. If you were there, I hope the video below brings a bit of that afternoon back. If you weren't, please watch it, and read the blog with every winner, because we have so much to be proud of.

If your name wasn't called this year, don't think for a second we don't see you. This was our first Club Wellgate Recognition Awards. Ash has been gathering feedback, and it'll only get better from here.

Grab a cuppa and enjoy the update.

Rob McAfee
Chief Executive Officer





Shout Outs this month…

We asked colleagues to tell us who deserves recognising this month. From a kitchen newcomer winning residents over, to a night shift that handled the unexpected.

Remember, if you've spotted someone showing compassion and kindness, email ash.akhtar@clubwellgate.com.

See who's had a shout out →

What's new



Henry Beynon appointed Head of Estates

Henry's been part of Wellgate for seven years, and now he's taking on a bigger role, leading our residential properties across the north and south as part of the Senior Leadership Team.

Read the announcement →



Why looking after each other makes us better at looking after others

A look at some key awareness dates, and what they can teach us about understanding, connecting with, and supporting the People We Support, looking after ourselves and each other.

Worth knowing, worth sharing →

Important updates for you…



Free GP and counselling services, and we're not using them…

Most of us don't realise that we get these benefits: a free 24/7 GP information helpline, up to six counselling sessions. Here's exactly what's on offer and how to use it.

Read our benefits →



Two minutes to check your payslip now could save you a headache later

Take a look at your payslip this month. It only takes a minute, and it's the easiest way to catch a mistake before it becomes a bigger problem. If anything looks off, your manager's the first port of call, they'll look into it with you and sort it with payroll.

While you're there, a quick heads up. The payslip portal now has 2-Factor Authentication (2FA) switched on, so if you haven't set yours up yet, now's the time. The guide below walks you through it. One tip that saves a lot of faff: log in on a computer first, that way you can scan the QR code straight from your phone.

Payslip 2FA guidance →

August's motivational quotes

> There are no secrets to success. It is the result of preparation, hard work, and learning from failure.
>
> COLIN POWELL

Your Benefits Explained

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